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eBook

THRIVE IN HYBRID

Your definitive guide to driving a high-performance, secure and collaborative workplace in the new world of work
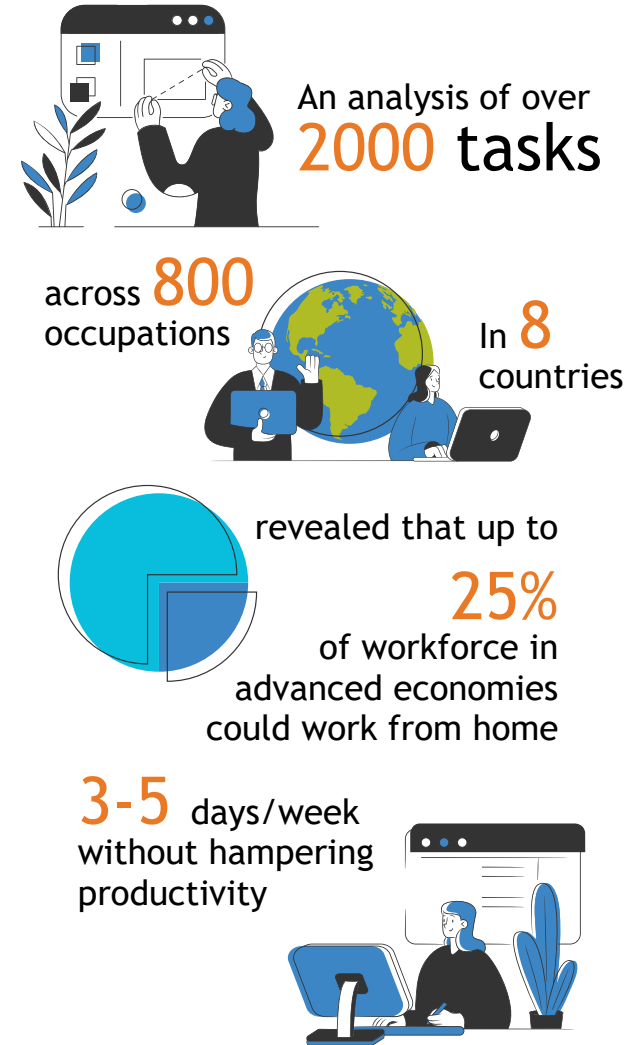
Section 1
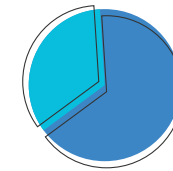
Into the hybrid world

The ~~future~~ present is hybrid...

If the world of work has taught us anything during the pandemic, it is this – **most meetings could have been calls and most calls could have been emails.** While pre-pandemic workplaces placed importance on the more traditional work formats, organisations have now learnt that even a 100% remote workforce can be both productive, and efficient.

An analysis of over **2000 tasks**

across **800** occupations

In **8** countries

revealed that up to **25%** of workforce in advanced economies could work from home

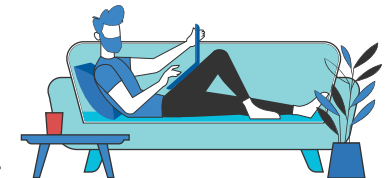**3-5** days/week without hampering productivity

In Fact…

Even as the world reopens and returns to the office, it is with the understanding that buildings and workspaces are no longer the sole containers of productivity, collaboration, efficiency and engagement. Hybrid workplaces and 'working from anywhere' are acceptable, seamless, secure and productive.

64% of the workforce would consider looking for a new job if they were required to return to the office full time.

Contrary to assumptions, younger people

(18-24 year olds) are the most reluctant

(71%) to return to the workplace full-time.

McKinsey 2021: The future of work after COVID-19

The evolving workforce mindset

With newer, more efficient ways of working becoming real, employee expectations from the job are changing. Flexibility and wellbeing are non-negotiables that organisations can't afford to ignore.

Businesses need to create a culture that embraces this new mindset; understanding that it will quickly become a competitive advantage to building a thriving organization and drive long-term growth.
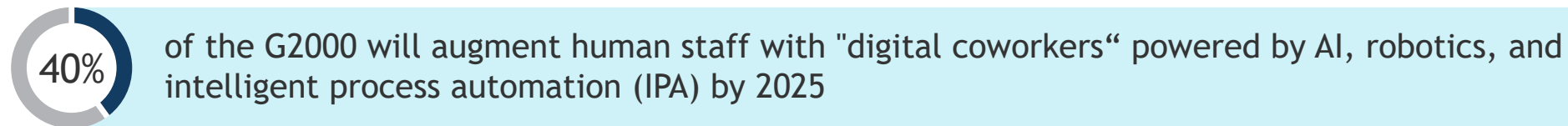
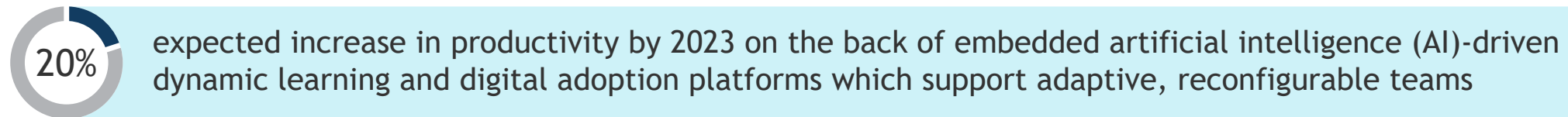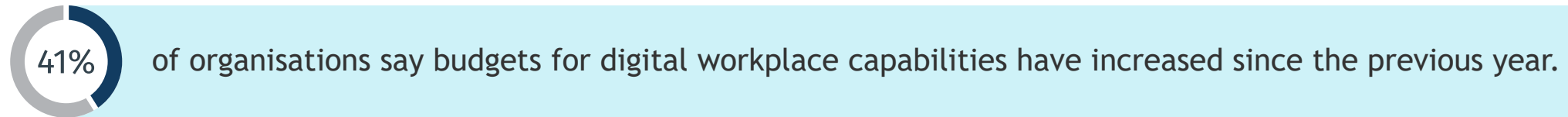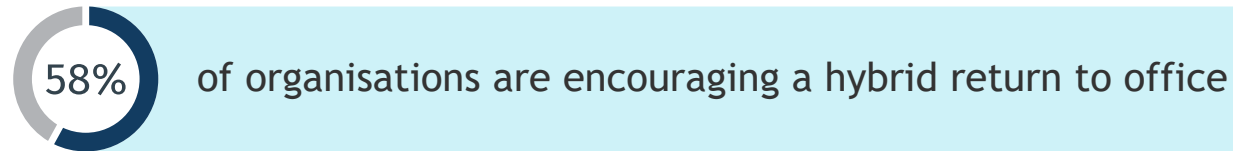This cultural shift mandates a carefully crafted human-centric digital empowerment of workforce which can only come from reimagining the office experience as well as enabling work from remote locations securely & sustainably.

Global Workplace Analytics: Costs and Benefits

80% of Employees
consider telework to be a job perk

Over two-thirds of employers
report increased productivity among their telecommuters

Making strides towards the future of work

58% of organisations are encouraging a hybrid return to office

41% of organisations say budgets for digital workplace capabilities have increased since the previous year.

20% expected increase in productivity by 2023 on the back of embedded artificial intelligence (AI)-driven dynamic learning and digital adoption platforms which support adaptive, reconfigurable teams

40% of the G2000 will augment human staff with "digital coworkers" powered by AI, robotics, and intelligent process automation (IPA) by 2025

Underpinned by a focus on building agility, leveraging data and building digital trust

Section 2

Hybrid workplace imperatives

The hybrid workplace reality
And making it a competitive advantage

Your new workplace is **experience driven** and so it needs **productive collaboration** for a **superior employee experience**

Your new workplace is **anywhere** and so it needs **secure & performant network** for **enhanced productivity**

Your new workplace is **fluid** and so it needs **resilient & on-demand network** for **agility**

#ThriveInHybrid with workplace transformation from Tata Communications

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Addressing hybrid workplace challenges

As employee productivity remains the focus in the hybrid workplace, organisations increasingly rely on cloud collaboration solutions on the back of robust, scalable, and easy-to-manage voice infrastructure. But finding what's right for your business can be complex.

Multiple vendors and service providers creating complexity in setting up a comprehensive cloud

Ensuring trusted, secure and compliant remote access for hybrid workforce

Hybrid Workplace Challenges

Protect existing investments

Manage and predict costs to budget and plan investment properly.

Secure collaboration driven by encryption up to all endpoints.

Addressing hybrid workplace challenges

Tata Communications provides integrated managed services and automation as you move to a cloud collaboration solution. Make the right call with Tata Communications GlobalRapide

- Partnering through all stages of UCaaS: assessment, migration & deployment, adoption, management & measurement

- Simplified user experience for IT teams and end-users alike

- Enhanced interoperability across end-point devices and top cloud providers

- Advanced monitoring through best-in-class single-pane-of-glass visibility

- Secure and compliant with AI-enabled Fraud-Prevention-as-a-Service

- Cloud enablement to facilitate a cloud-first strategy

Challenge
Pernod Ricard was facing communications issues with a patchwork of mismatched collaboration technologies and an existing Microsoft Teams investment.

Solution
Tata Communications offered a managed Microsoft Teams Direct Routing and Global SIP Connect solution and helped optimise the investment to create a unified communication solution.

Results
With 20,000 users now linked worldwide, inter-connected business processes are enabling better collaboration between the company's regional teams, all while reducing TCO.

Learn More

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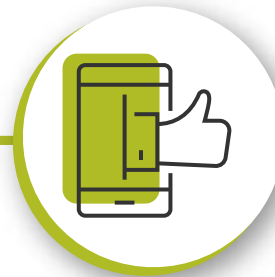# Secure & Performant Remote Access from Anywhere

Productive collaboration needs to be supported with secure remote access to enterprise applications and resources that are hosted on-premises or on the cloud. Your teams must have access to all critical resources on a resilient and performant network.

Security

Maximise cyberthreat protection while maintaining agility

Unified platform for prevention, protection, detection, and automated investigation & response

Data loss prevention across apps updates, patching, and policy management

Secure access to end-customer applications over public internet

Hybrid Workplace Challenges

User Experience

Supports any internet connectivity (wired, mobile and wireless hotspots)

Intelligent fail-over between available links

Segment Wi-Fi into business and personal networks

Expertise

Skilled staff to deploy and manage VDI to enable remote users and enforce zero-trust models

Ensuring policy adherence and compliance across your enterprise

Secure & Performant Remote Access from Anywhere

Tata Communications can enable remote workers to seamlessly access applications and data:

On Public Cloud – swift provision and management of Virtual Desktop Infrastructure (VDI)

Integrating cloud-delivered security services like Secure Web Gateway (SWG), Global Secure Internet Gateway Services (GSIGS), Cloud Access Security Broker (CASB). Zero-Trust Network Access (ZTNA) with SD-WAN to offer SASE Managed Services

Backed by our powerful **NetFoundry** services that facilitate end-user access from any location, on any device, using an existing/home internet connection with a ZTA framework

Challenge
Of its 120 branch offices in India, Liberty General Insurance (LGI) had 40 in remote locations that couldn't cost effectively be linked to their existing GVPN solution.

Solution
Team Tata Communications designed a hybrid solution where broadband Internet service from a local service provider would offer high-speed remote access to the nearest GVPN point of presence.
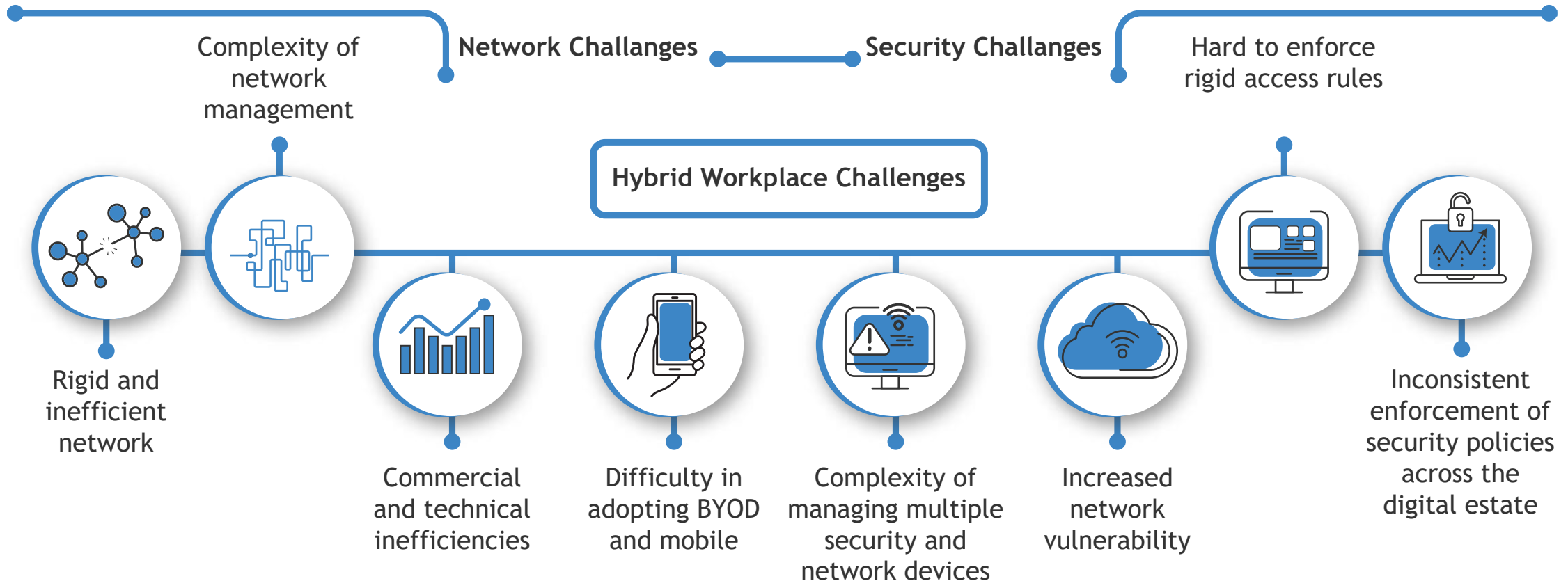
Results
A fully featured remote access to corporate apps for all locations ensured 360-degree customer view supporting better customer service; all while reducing cost by 50%.

Learn More

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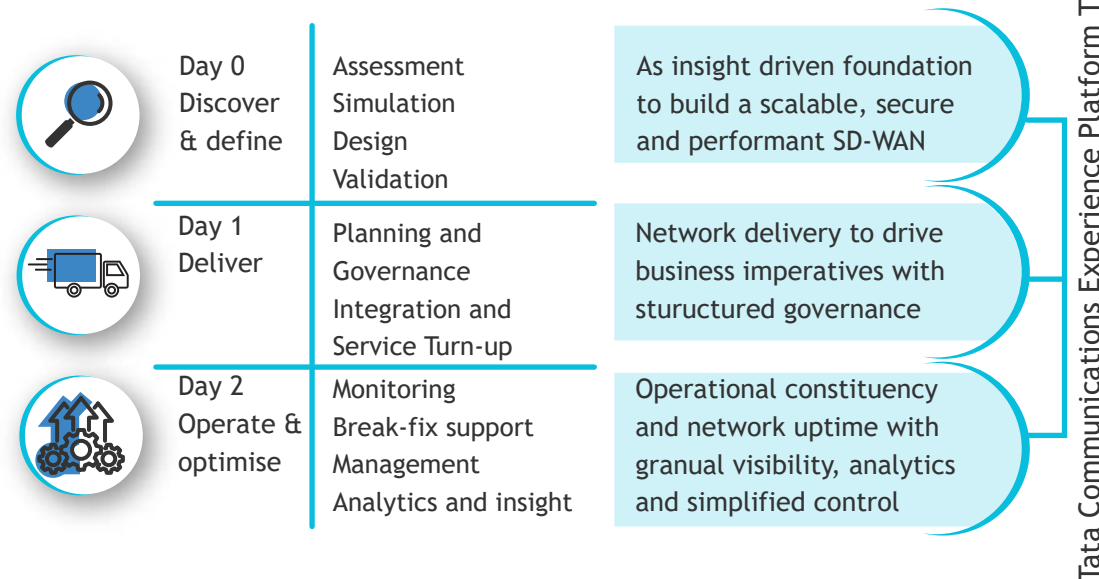
Resilient & On-Demand Network

To cope with workplace dynamics discussed thus far, you need on-demand control to flex your office network: implement security policies, spin up new sites, gain full visibility for performance, initiate routing policy changes in real-time, and change bandwidth instantly to scale on-demand, with a pay-per-use model. Current network challenges need to be addressed in quick-time.

Network Challanges — **Security Challanges**

Complexity of network management

Hard to enforce rigid access rules

Hybrid Workplace Challenges

Rigid and inefficient network

Commercial and technical inefficiencies

Difficulty in adopting BYOD and mobile

Complexity of managing multiple security and network devices

Increased network vulnerability

Inconsistent enforcement of security policies across the digital estate

Resilient & On-Demand Network

Tata Communications IZO™ SDWAN

The Tata Communications IZO™ SDWAN solution helps your enterprise on it's SD-WAN journey through a modular, managed services approach.
This is facilitated by our on-demand performant underlay, ecosystem of network and technology partnerships, flexible deployment and management models.

	Day 0 Discover & define	Assessment Simulation Design Validation	As insight driven foundation to build a scalable, secure and performant SD-WAN
	Day 1 Deliver	Planning and Governance Integration and Service Turn-up	Network delivery to drive business imperatives with stuructured governance
	Day 2 Operate & optimise	Monitoring Break-fix support Management Analytics and insight	Operational constituency and network uptime with granual visibility, analytics and simplified control

Tata Communications Experience Platform TC^x

Challenge

Looking to keep up with advancement in tech and leverage digital tools to drive enterprise success, Hager Group were on the lookout for a strategic partner to help them transform their global connectivity with a cloud-ready network.

Solution

Providing a one-stop-shop, Tata Communications IZO™SDWAN managed services with Versa along with IZO™ Internet WAN provided a comprehensive solution and global connectivity to Hager Group's 80+ locations.

Results

The result? Increased app performance and productivity with stable cost levels.

Learn More

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Discover how you can #ThriveInHybrid

Tata Communications is a Hybrid Workplace Transformation enabler, supporting your organisation's digital-first goals and enhancing the remote work experience. We do this through our powerful solutions that guarantee network on-demand, anywhere access and productive collaboration.

To thrive, organisations need to transform rapidly and with agility, ensuring a smooth transition while enhancing productivity. We provide you with that all-in-one solution for an ever-changing digital world.

To find out more about Hybrid Workplace Transformation schedule a consultation today!

Schedule a Consultation

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About Tata Communications

A part of the Tata Group, Tata Communications (NSE: TATACOMM; BSE: 500483) is a global digital ecosystem enabler powering today's fast-growing digital economy in more than 190 countries and territories. Leading with trust, it enables digital transformation of enterprises globally with collaboration and connected solutions, core and next gen connectivity, cloud hosting and security solutions and media services. 300 of the Fortune 500 companies are its customers and the company connects businesses to 80% of the world's cloud giants. For more information, please visit www.tatacommunications.com